



Service Description: Cisco WebEx Active User Software as a Service (SaaS) Subscription

This document sets out the features and functionalities of the Cisco WebEx Services (the “**Service**”) that you are purchasing under the Active User Soft SaaS Subscription. Cisco Systems, Inc. (“**Cisco**”) and its affiliate (“**Cisco WebEx**” or “**WebEx**”) will provide the Service to the applicable customer (“**Customer**” or “**you**”), for which Cisco will be paid and continued to be paid the appropriate fee.

The [Cisco Software as a Service Agreement](#) (“**SaaS Agreement**”) shall govern your use of the features and functionalities provided in this Service Description. However, the SaaS Agreement shall apply only to the Services described in this Service Description and are not applicable to other Cisco products or services.

If you are purchasing services directly from Cisco, this Service Description and the SaaS Agreement are both incorporated into your agreement with Cisco.

If you’re buying through a Cisco Authorized Reseller, you accept the terms of the SaaS Agreement by using the Service, unless the SaaS Agreement (or terms and conditions substantially similar) is otherwise incorporated into your arrangement with the Cisco Authorized Reseller. All non-conflicting and additional terms and conditions in your purchase agreement with Cisco Authorized Reseller remain applicable to this purchase, as between you and your Cisco Authorized Reseller.

However, the SaaS Agreement (or terms and conditions substantially similar) takes precedence in regards to your specific use of the Service.

Cisco Services are not available in all countries. Purchases may be limited or restricted in some markets. If the Service is ordered but is limited or restricted in the end-customer’s market, Cisco will not be able to provision the Service. Contact your sales representative for further information

Related Documents: The following documents posted at www.cisco.com/go/servicedescriptions/ should be read in conjunction with this Service Description and are incorporated into this Service Description by this reference: (1) Glossary of Terms (to the extent those terms are not otherwise defined in this Service Description or the agreement under which you purchase services), and (2) List of Services Not Covered.

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Cisco WebEx Active User SaaS Subscriptions

The Following Cisco WebEx Services are offered as an Active User SaaS Subscription:

- **Web Conferencing**

[Cisco WebEx Enterprise Edition \(Capacity 1000\)](#)

[Cisco WebEx Meeting Center \(Capacity 1000\)](#)

- **Instant Messaging**

[Cisco WebEx Messenger](#)

Cisco WebEx Services are not available in all countries. Purchases may be limited or restricted in some markets. If the Service is ordered but is limited or restricted in the end-customer's market, Cisco WebEx will not be able to provision the Service. Contact your sales representative for further information.

Service Support

Cisco WebEx provides 24X7X365 technical support in English to our customers and their attendees. In addition, Cisco WebEx provides limited support in other languages via our global support solution. We can be contacted by phone or online via <http://support.webex.com>. Support is available for the duration of your subscription. Additional Information on Support Services for WebEx Subscribers may be found at <http://support.webex.com/support/support-overview.html>.

A. Active User SaaS Subscription

The Active User SaaS Subscription is the subscription business model ("**Subscription**") under which you are purchasing the applicable Cisco WebEx Service. Active User is suitable for you if you have a large number of Employees in your company (greater than 75). When you purchase an Active User SaaS Subscription, you are required to provide Service-access to all your Employees (a "Named User" account), but are only billed for those Employees (above a certain minimum) that make active use of the Cisco WebEx Services.

The provisioning of services by Cisco WebEx assumes that all parties will comply with the following terms:

1. Employees

a. "Employees" are the full and part-time employees or third-party contractors of Subscriber and its subsidiaries, and affiliates. Employees do not include Subscriber's parent company, unless Subscriber intends to assign a Named User account to an Employee of the parent company, which is an option, but requires that the parent company Employee is an Active User for purposes of usage calculation, irrespective of actual usage activity.

b. Employees may include third-party contractors, only if (a) all third-party contractors are counted as an Employee when determining the subscription quantity, (b) Subscriber allows the third-party contractor to use the Services only for the benefit of Subscriber, (c) Subscriber does not charge the third-party contractor for the use of the Services, (d) Subscriber is responsible for all fees incurred by such third-party contractor; and (e) Subscriber shall take full liability for the actions of a third-party contractor, and/or third-party contractor's misuse of the Services.

2. Named Users and Named User Accounts

Named User accounts must be issued every Employee, even if the Employee never uses the Service. Named User accounts are individualized and may not be shared or used by anyone other than the one Employee to whom the Named User account is issued. The identification of Named Users must be unique to an individual and may not be of a generic nature. Subscriber shall identify those Employees issued Named User accounts on the "Managed User" list (the "List"). The List will be maintained by the Subscriber's Site Administrator, who will update the List so that it is current at all times. A Named User account may not be transferred to another Employee except upon (a) termination of the Named User's employment with Subscriber, or (b) in all other instances, Cisco's prior written approval.

3. Subscriber

A Subscriber is the company purchasing the Cisco WebEx Services, either directly or through a Cisco Authorized Reseller. You are the "Subscriber."

4. Subscription Term and Subscription Period.

The **Subscription Term** is the length of your Subscription. The Subscription Term may be one (1), two (2), three (3), four (4), or five (5) years. Each consecutive twelve (12) month period in a Subscription Term is a **Subscription Period**. At the end of Subscription Period for the duration of the Subscription Term (should it be greater than one (1) year), Subscriber must recalculate its Subscription Quantity and Minimum Subscription Fee pursuant to Table 1 (below).

5. The Active User model requires the Subscriber to issue Named User accounts to all "Employees" (see above definitions) and pay for those Employees which use their Named User accounts. An Active User is defined as a Named User that hosts one (1) or more meetings per month using the WebEx or Spark Services. However, you will always pay a **Minimum Subscription Fee**, which is based on a "**Subscription Quantity**," which will be **the greater of** (a) fifteen percent (15%) of the total number of Employees, or (b) a minimum number of Employees, or (c) an **Active User Average** (See in Table 1, below).

The Active User Average is the average number of Active Users in months nine (9), ten (10) and eleven (11) of the then current Subscription Period. The Active User Average will be recalculated at the end of each Subscription Period (Note: the Subscription Period is each twelve (12) month period, which may be less than the actual Subscription Term, which is the length of the subscription commitment).

It is consideration of (a) through (c) that determines the applicable Subscription Quantity from which the Minimum Subscription Fee for the following Subscription Period is derived.

Any change in Subscription Quantity from one Subscription Period to the next will require Subscriber to execute a new Order to implement a revised Minimum Subscription Fee. Failure of Subscriber to execute an updated Order upon request by Cisco will result in site suspension and loss of configured administrative settings, and stored end user content. Cisco will also exercise all contractual rights afforded under the applicable arrangement pursuant to which the Active User SaaS Subscription was purchased.

Any change in the Minimum Subscription Fee will occur upon invoicing in the next billing period.

Table 1.	
<p><u>First Subscription Term or Subscription Period (as applicable):</u></p> <p>Either,</p> <p>The Subscription Quantity is the greater of:</p> <ol style="list-style-type: none"> 1. 15% of the total number of Employees, or 2. 75 Active User accounts <p>Or</p> <p>Conversion from an existing Cisco or Cisco WebEx subscription, in which case the Subscription Quantity is the greater of:</p> <ol style="list-style-type: none"> 1. 15% of the total number of Employees, 2. 75 Active User accounts, or 3. The Active User Average 	<p><u>All Subsequent Subscription Periods</u></p> <p>The Subscription Quantity is the greater of:</p> <ol style="list-style-type: none"> 1. 15% of the total number of Employees, 2. 75 Active User accounts, or 3. The Active User Average

6. Capacity Count for Active User SaaS Service Meetings

- a.** The capacity count is the number of meetings you may have and the maximum number of attendees in each of those meetings.
- b.** Active Users can hold an unlimited number of meetings, provided that each Active User may hold no more than one (1) meeting at any point in time.
- c.** The number of meeting participants that may attend each meeting (“Capacity”) depends on the Capacity of the specific Cisco WebEx Service you are buying. Each meeting occurrence must be hosted by an Active User, and the Active User is counted as a meeting participant when determining Capacity. For example, Cisco WebEx Meeting Center (Capacity 1000) is limited to a maximum attendance of the one (1) Active User host and no more than 999 participants.
- d.** If any Active User meeting exceeds the meeting Capacity, you will be charged for “Capacity Overage”. The Capacity Overage fee will be invoiced at a per participant rate, on a per instance basis. That is, Capacity Overage will be charged for any extra meeting attendee, attending for any length of time. Any Capacity Overage fees incurred will be billed monthly in arrears.

e. Capacity Overage is a default setting. You may disable the Capacity Overage option. However, in this case, if Capacity is reached and Capacity Overage is disabled, additional meeting invitees will be precluded from joining without notice as a system limitation.

7. **Organic Growth in the Number of Employees.** The Active User Subscription includes an accommodation for “organic” corporate growth in the total number of Employees of twenty percent (20%) over the term of the contract. If, at any time, the then-current total number of Employees exceeds twenty percent (20%) of the initially identified total number of Employees, you are obligated to notify Cisco WebEx of this increase in the total number of Employees and execute an updated Order reflecting the revised total number of Employees and change to the applicable Service fees, if any.

8. **Extraordinary Event.** Extraordinary Event is defined as an event such as a merger or acquisition that increases the total number of Employees by more than twenty percent (20%). Upon an Extraordinary Event, Subscriber may provide access for such additional Employees by contacting the seller and having the Subscription Count reset based on the number of Employees in existence after such event. Subscriber must place an additional order for the increase.

9. **Recalculation of Subscription Quantity and Minimum Subscription Fee.** As provided in Section II above, Subscriber must recalculate the Subscription Quantity and Minimum Subscription Fee at the end of each Subscription Period.

10. **Cisco Spark Services – Included with Purchase**

a. **Cisco Spark Message (or Spark Message)** is a secure online space for teams to create unlimited rooms where users can message, share content and meet face-to-face. The Service is accessible from any device. Spark Message is available, at no additional cost, with the purchase of Cisco WebEx Messenger. Spark Message is not sold as a standalone offer. Subscriber will receive included Spark Message Storage with purchase (“Spark Message Included Storage”). Each Active User will be provided 5GB of Spark Message Storage, included with the Cisco WebEx package purchased.

b. **Spark Message Offering** (the cost-based Spark Message offer) includes all features in Spark Message Free, *plus:*

- Room moderation and compliance exports
- Incremental storage capacity
- Single sign-on (SSO)
- Directory integration
- User Management
- Live Support
- Analytics

c. **Spark Message Overage Storage** is storage used in excess of the “Spark Message Included Storage.” The Spark Message Overage Storage option is automatically enabled at the time of configuration and cannot be disabled or removed. If the Subscriber’s Storage usage exceeds the allotted Spark Message Included Storage the Subscriber will be charged the Spark Message Overage Storage fee monthly in arrears in the next billing cycle.

d. **Spark Meet Offering** (the cost-based Spark Meet offer) includes all features in Spark Meet Free, *plus:*

- Meetings in rooms will accommodate up to 25 Participants
- Available with WebEx Meeting Center or WebEx Enterprise Edition (based on package purchased)

e. As with all Additional Features, Spark Meeting is not offered on a stand-alone basis, and will co-terminate with Subscriber's underlying subscription.

11. **CMR Cloud – Included with Purchase**

a. Cisco CMR Cloud is a cloud-based video conferencing service which couples a WebEx Personal Room with the cloud-based WebEx Video Bridge into one meeting experience. The Service is accessible from any standards-based video device. CMR Cloud is included with this Cisco WebEx CMR Active User. Only CMR Active Users may use CMR Cloud. Named Users who are not active may not use CMR Cloud if the Named User is not an Active User.

b. From the WebEx Video Bridge, CMR Cloud can support up to 25 CMR Active Users with standards based video endpoints and up to 500 video enabled Cisco WebEx Meeting Center CMR Active Users in a single meeting. CMR Active Users can join from Cisco TelePresence® endpoints, third-party standards-based video endpoints and UC clients, soft clients such as Cisco Jabber®, and Cisco WebEx enabled mobile or desktop web clients.

c. Cisco does not provide technical support for third party endpoints and on-premises video deployments. The Subscriber is responsible for video endpoint setup and the ability to successfully make video calls over the Internet.

d. **CMR Active Users.**

i. A CMR Cloud Active User is a Named User (subject to all Named User qualifications) who has, within the last thirty (30) days, hosted one or more CMR Cloud-enabled Meeting Center or Enterprise Edition meetings which included a Video Device. A Video Device is a non-native WebEx client, such as the TelePresence® system, Jabber client, Lync client, or a third party video system. Native WebEx clients such as the WebEx mobile client and PC client are not considered a Video Device.

ii. Volume of access (the number of available CMR Cloud seats) is based on a 1:1 ratio against the committed data service purchase. For each individual that qualifies as an Active User, as determined above in Section A (Active User SaaS Subscription), Subscriber will be provided CMR Cloud capabilities in conjunction with Active User accounts, in which case usage of either the Cisco WebEx Meeting Center or CMR Cloud will count towards the Active User Average calculation.

e. **Deployment Support for CMR Cloud**

i. Cisco WebEx Technical Support does not provide Subscriber assistance when establishing the initial CMR Cloud configuration and connectivity to WebEx. Technical assistance will be available to Subscriber only upon equipment deployment and the successful completion of at least one (1) meeting.

ii. Subscribers who use video control equipment or video endpoints not manufactured by Cisco will need to contact their equipment vendor or manufacturer to receive technical support for any issues relating to Subscriber's third party video or video control equipment.

B. Additional Features Available with Cisco WebEx Active User Subscription Services

The below listed additional features ("Additional Features") are enabled upon request, but are, in all cases, coterminous with the Services Order. That is, these Additional Features are only available with the purchase of the Service and are only available for the Subscription Term or any remaining Subscription Term, as applicable. Additional Features are not available on a stand-alone basis. Some Additional Features are billed on a per use basis. Others are available as a subscription purchase. Because these features are optional and ancillary to the core Service, there will be an additional fee or cost.

The termination date of the Service will constitute termination of any Additional Feature subscription or use, as applicable, irrespective of any remaining time on the Additional Feature Subscription.

Voice over Internet Protocol

1. VoIP

a. Description. Integrated VoIP (Voice over Internet Protocol) is an audio feature that sends audio from a meeting over the Internet, instead of a telephone connection. It is woven into the meeting experience, with hosts being able to mute and un-mute attendees, pass the microphones, and start and stop VoIP. If you have speakers or headphones attached to your computer, a computer microphone, and a duplex sound card, you can choose Integrated VoIP instead of traditional-telephone based teleconferencing. VoIP is best used when:

- There will be a large number of attendees (up to 500).
- The meeting does not require much attendee participation. For example, a presentation of material, rather than a discussion.
- Attendees do not have access to a toll-free dial-in number.

b. The VoIP Offering

- Subscriber is entitled to an unlimited number of VoIP minutes per month per VoIP license purchased.
- Up to 500 attendees may have access to VoIP in a single meeting.
- VoIP supports up to 7 active microphones, each microphone, may be passed to any attendee requiring speaking privileges.
- VoIP is not available in all countries. Regulatory issues in certain markets may limit or restrict use of VoIP. See Section 7 for details and contact your sales representative for further information. If the Service is ordered but is limited or restricted in the end-customer's market, VoIP will not be provisioned.

2. Cisco WebEx Storage

a. "Storage" is online, secure cloud storage, including NBR (network based recordings), used for storing meeting recordings automatically and accessing at a later date.

b. "Included Storage" is 50 GB of Storage included at no additional cost with the Meeting Center and Enterprise Edition offerings.

c. Committed "Add-on Storage" is additional Storage purchased in excess of any Included Storage. Add-on Storage has a minimum purchase of 50 GB, with one (1) GB additional increments thereafter. Subscribers have the ability to purchase Add-on Storage at the time of ordering or as an Order change request at a later date.

d. "Overage Storage" is Storage used in excess of the Included Storage and any Add-on Storage. The Overage Storage option is automatically enabled at the time of configuration and can be manually removed. If you do not purchase the Overage Storage option, Storage usage will be limited to the Included Storage and any purchased "Add-on Storage. If you do purchase the Overage Storage options, and the Subscriber's Storage usage exceeds the allotted Included Storage and purchased Add-on Storage, Subscriber will be charged the Overage Storage fee monthly in arrears in the next billing cycle. If you do not purchase Overage Storage, automatic Storage will stop without notice upon Subscriber reaching Storage capacity.

3. WebEx Audio Services: Committed and Uncommitted Billing**a. Description.**

- i.** Cisco offers optional audio services outlined below ("WebEx Audio Services") as a fully-integrated solution with an Active User SaaS Subscription. WebEx Audio Services are a cloud-based solution, which provides toll, toll-free, and call-back/call-me capabilities. WebEx Audio Services for Committed and Uncommitted Billing are billed on a per minute of usage basis; parameters that determine a customer's audio per minute rate for WebEx Audio Services include bridge and call features, the rate plan (discount table), ISO country and zone. WebEx Audio Services are only available with a purchase of web conferencing services, and are not sold on a stand-alone basis. Refer to section IX for additional important information regarding audio services.

ii. WebEx Audio Services supports the following audio access methods:

Bridge Country/Domestic Toll Call-In. A single Toll call-in number is provided to enable participants to join a WebEx Conferencing Services online meeting using integrated WebEx Audio Services. If a customer's WebEx site is hosted in the United States, the bridge country Toll number is a U.S. number. If a customer's WebEx site is hosted in the United Kingdom, the bridge country Toll number is a U.K. number. Bridge Country/Domestic Toll Call In services are not applicable to other hosting locations.

Bridge Country/Domestic Toll Free Call-In. A single Toll Free call-in number is provided to enable participants to join a WebEx Conferencing Services online meeting using integrated WebEx Audio Services. If a customer's WebEx site is hosted in the United States, the bridge country Toll Free number is a U.S. number. If a customer's WebEx site is hosted in the United Kingdom, the bridge country Toll Free number is a U.K. number. Bridge Country/Domestic Toll Free Call In services are not applicable to other hosting locations.

Bridge Country/Domestic Call-back. Participants may join a WebEx Conferencing Service online meeting using the WebEx Audio Services by having the session call the user at the number specified by the user upon joining the meeting via the Internet or WebEx meeting client. If a customer's WebEx site is hosted in the United States, Bridge Country/Domestic Call-Back coverage includes the United States and Canada. If a customer's WebEx site is hosted in the United Kingdom, Bridge Country/Domestic Call-Back coverage includes the United Kingdom. Bridge Country/Domestic Call-Back services are not applicable to other hosting locations.

Global Toll Call-In. For each supported country, a local Toll call-in number is provided to enable participants to join a WebEx Conferencing Services online meeting using integrated WebEx Audio Services. Refer to the [Country Coverage Listing](#) for supported countries.

Global Toll Free Call-In. For each supported country, a Toll Free call-in number is provided to enable participants to join a WebEx Conferencing Services online meeting using integrated WebEx Audio Services. Refer to the [Country Coverage Listing](#) for supported countries.

Global Callback/CallMe. Participants may join a WebEx Conferencing Service online meeting using the WebEx Audio Services by having the session call the user at the number specified by the user upon joining the meeting via the Internet or WebEx meeting client. Refer to the [Country Coverage Listing](#) for supported countries.

Audio Broadcast: Allows Event Center (one of the WebEx Conferencing Services solutions) attendees to hear the audio conference through their computer speakers (listen only).

iii. **Audio Offerings.**

1. **Uncommitted Billing:** Invoiced monthly in arrears, based on actual usage over the billing period. WebEx Audio Services per use fees are subject to change due to regulatory requirements over which Cisco has no control. Subscriber will be charged at the applicable rate in effect at the time the service is used.

2. **Committed Billing:** Invoiced monthly in advance for the duration of the Subscription Term, based on a monthly committed dollar amount. WebEx Audio Service usage in excess of committed amounts (Overage) will be invoiced monthly in arrears at the contractual committed billing rate. Committed minutes that are not used by Subscriber during the month for which the minutes were committed may not be carried forward into the next month. Rates associated with an audio commitment supersede the per use fees for the corresponding telephony service.

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4. **WebEx Audio Services: Fixed Monthly Rate Offers**

a. Description. Cisco offers optional audio services outlined below (“WebEx Audio Services”) as a fully-integrated solution with WebEx Conferencing Services. WebEx Audio Services are a cloud-based solution, which provide call-in and call-back/call-me capabilities as specified for each offer. WebEx Audio Services for Fixed Monthly Rate Offers are invoiced monthly in advance for the duration of the Subscription Term, based on the quantity of licenses purchased. Refer to section IX for additional important information regarding audio services.

b. Fixed Monthly Rate Offerings

i. Toll Active Users. Toll Active Users is an Active User based audio subscription purchased by the Subscriber, where each employee is provided with a Named User account, but subscribers are only billed for those Employees (above a certain minimum) that make active use of the Cisco WebEx Services. Each user has unlimited access to Global Toll Call in and Bridge Country/Domestic Toll Call in services as described above. Refer to the [Country Coverage Listing](#) for supported countries.

ii. Toll Plus Active Users. Toll Plus Active Users is an Active User based audio subscription purchased by the Subscriber, where each employee is provided with a Named User account, but subscribers are only billed for those Employees (above a certain minimum) that make active use of the Cisco WebEx Services. Each user has unlimited access to Global Toll Call in, Bridge Country/Domestic Toll Call in, and Bridge Country/Domestic Call-back services as described above. Refer to the [Country Coverage Listing](#) for supported countries.

iii. Toll Plus International Active Users. Toll Plus International Active Users is an Active User based audio subscription purchased by the Subscriber, where each employee is provided with a Named User account, but subscribers are only billed for those Employees (above a certain minimum) that make active use of the Cisco WebEx Services. Each user has unlimited access to Global Toll Call in, Bridge Country/Domestic Toll Call in, Bridge Country/Domestic Call-back, and a **limited coverage footprint** of the Global Call-back/CallMe services as described above. Refer to the [Country Coverage Listing](#) for supported countries.

c. Fixed Monthly Rate Offer Conditions

i. Subscriber must purchase a quantity of Toll Active Users, Toll Plus Active Users, or Toll Plus International Active Users equal to the number of web conferencing Active Users invoiced in any given billing period.

ii. Toll Active Users, Toll Plus Active Users, or Toll Plus International Active Users Services are only available with a purchase of web conferencing services and are not available on a stand-alone basis. The termination date of the web conferencing services will constitute termination of the Toll Active User, Toll Plus Active User, or Toll Plus International Active User Service subscription, irrespective of any remaining days of the Subscription Term.

5. **Cloud Connected Audio**

a. Description. CCA provides cloud based audio conferencing using IP peering connection, delivered over a hybrid deployment model. It extends the functionality of the Cisco Unified Communications Manager, and incorporates premise based equipment to connect Subscriber to a Cisco Collaboration Cloud data center via dedicated SIP trunks. Call routing is performed on-premises, call signaling and audio traffic occurs over the IP link, and call mixing is done in the cloud.

b. CCA Implementation Period. CCA is subject to an integration and implementation Period (“Implementation Period”). CCA require provisioning of several additional components, including the circuits between Subscriber’s and Cisco WebEx’s data centers. During the Implementation Period, the initial Subscription Term for CCA will not accrue for that period of time in which the Implementation Period is in effect. The Implementation Period shall end at WebEx’s discretion, at any time, and without further or additional notice.

c. Sold only in conjunction with an Active Users SaaS Subscription. CCA is a fully-integrated audio solution sold only in conjunction with an Active User SaaS Subscription. “CCA Subscriptions” are not sold as a stand-alone offer.

- i. If the Active User SaaS Subscription purchased with the CCA subscription expire prior to conclusion of the CCA Subscription Term because of Cisco's delay in the Implementation Period, the Active User SaaS Subscription will be extended such that termination of the Active User SaaS Subscription expires in conjunction with the CCA Subscription Term.
- ii. In all other cases, the termination date of an Active User SaaS Subscription will constitute termination of the CCA Subscription Term, irrespective of any remaining days of CCA Subscription Term. Subscriber will be charged an early termination fee of 15% on the remaining balance on CCA Subscription Term.
- d. CCA Customer Requirements.** CCA requires Subscriber to route all audio conference calls to Cisco over an IP connection made between Subscriber's network and the Cisco data center. Subscriber must leverage its existing telephony infrastructure for Off-net calling. "Off-net" calls are calls generated from phone numbers that do not reside on customer's network. All off-net calls will flow into customer's network through customer's PSTN trunks. The provisioning of CCA by Cisco assumes that the Subscriber will purchase and meet additional requirements of the applicable CCA data sheet.
- e. CCA Offerings.**
- i. **Ports.** CCA is sold on a 'ports' basis ("**Ports**"). Ports are invoiced monthly in advance for the duration of the Subscription Term. Each CCA user ("**User**") may access a "**CCA Port**" at any point in time. However, Subscriber's and its Users' use of CCA is limited to the number of Ports purchased. The CCA Subscription requires you to purchase a minimum number of CCA Ports. Initial purchase minimum is 300 ports. Subscriber may purchase additional CCA Ports during their subscription term as long as the total number of Ports is equal to or greater than 300. Each CCA Port provides a User access to the WebEx audio conferencing platform.
- ii. **Overage:** CCA overages are invoiced monthly in arrears at the contractual committed billing rate. There may be instances in any given month when the number of CCA Ports used exceeds the number of CCA Ports purchased under CCA Subscription. CCA Ports Overage for any given month is the highest number of CCA Ports in use at any one time during that monthly billing period in excess of number of CCA Ports purchased by Subscription. Subscriber is required to purchase CCA Overage from Cisco WebEx LLC and as otherwise instructed by Cisco.

Note: CCA and WebEx Audio Services are separate offerings with differing features and functionalities.

6. Compliance Review. Cisco will have the right, upon reasonable notice, to audit Subscriber's records (including but not limited to the List) during normal business hours to ensure Subscriber's compliance with the above requirements. Cisco will pay the cost of the audit unless it is found that Subscriber is misusing the Service by, for example, exceeding the number of allowable meeting participants, or providing a Named User account to a non-employee.

7. Important Information Regarding Country Coverage.

a. Due to rapidly changing and unpredictable global telecommunications law and regulations, availability of certain Cisco WebEx Audio services and related offerings may become restricted or discontinued. While Cisco WebEx routinely monitors applicable telecommunications laws and regulations in an attempt to readily adapt to changing legal and political environments, **Cisco WebEx reserves the right to modify its' Country Coverage Listing for all impacted Cisco WebEx Audio offerings, without notice, as necessary to meet all country legal and regulatory requirements.** Currently, the Cisco WebEx Audio Services in committed, uncommitted and fixed monthly rate audio subscriptions that may be impacted under these circumstances are:

Bridge Country/Domestic Toll-free call-in
Bridge Country/Domestic Toll call-in
Bridge Country/Domestic Callback
Global Toll-free Call in
Global Toll Call in
Global Callback/CallMe
Integrated VoIP

<p>Audio Broadcast Toll User, Toll Plus User, and Toll Plus International User fixed monthly rate offers</p>

b. Availability for Sale: Cisco WebEx Audio is not available for sale to customers with billing addresses in the following countries: Algeria, Armenia, Bahrain, Belarus, China, Egypt, Georgia, Jordan, Kuwait, Kyrgyzstan, Lebanon, Oman, Qatar, Russia, Saudi Arabia, Tajikistan, Turkey, Turkmenistan, United Arab Emirates, Uzbekistan, and Yemen. Customers based in these locations can purchase integrated audio from an authorized TSP (Teleconferencing Service Provider) Partner or CCA-SP (Cloud Connected Audio Service Provider) Partner.

c. Integrated VoIP: Customers with billing addresses in the following countries will not be provisioned with Cisco WebEx VoIP capabilities: India, Saudi Arabia, UAE, Algeria, Kuwait, Lebanon, Yemen. We advise that VoIP should not be used by users from within these countries. However, WebEx is not aware of the location of each user, and hence WebEx does not (cannot) specifically prevent VoIP from working based on location.